



# **Boise Dispatch Center Detailer Guide 2009**

**BDC is located on the corner of Commerce and Development Ave in Boise Idaho near the Boise Airport.**

**Our Address is:  
3948 Development Avenue  
Boise Id, 83705  
Main Telephone Number: 208-384-3398  
FAX Number: 208-384-3405  
Website: [www.idahofireinfo.blm.gov/southwest](http://www.idahofireinfo.blm.gov/southwest)**

Welcome to the Boise Dispatch Center (BDC). We hope this detailer guide will be helpful during your stay with us. Enclosed you will find information about the Boise Dispatch Center as well as information about Boise and the surrounding area.

Enclosed is an evaluation form for your assignment. Please fill out your name and the name and address of your supervisor and return this to the Center Manager or Expanded Dispatch Supervisory Dispatcher.

While you are here if you have a new or innovative idea that may help us run our center at the optimal level of efficiency, please feel free to share.

## **Introduction**

Boise Dispatch Center provides dispatch services involving aviation, fire and all risk incidents for the Boise National Forest, Boise District Bureau of Land Management and the Southwest Area of the Idaho Department of Lands. The three agencies cover 10.8 million acres of land with fire suppression responsibilities for eight million acres. Resources respond to approximately 300 fires per year burning nearly 80,000 acres annually. The fuels complex is very diverse ranging from high desert grass and shrub communities to dense stands of mixed conifer in the Northern portion of the area.

The Boise National Forest encompasses over two million acres of diverse forest and grassland and is divided operationally into two zones, North and South. The Fire Management Officer (FMO) for the North Zone is Lance Carbone; his office is located at the Garden Valley Work Center. In addition to the Garden Valley Work Center the North Zone consists of the Cascade, Lowman and Emmett Ranger Districts. The South Zone FMO is Evans Kuo; he is located in Boise at the Boise Front Office. The South Zone consists of the Mountain Home and Idaho City Ranger Districts. The Forest FMO is Beth Lund. The fire program staffs over 200 permanent and seasonal employees.

The Boise District of the BLM provides initial fire suppression through agreement on nearly seven million acres of state and other federal land. They are located in the same office as BDC; the resource office is across the parking lot. The FMO for the Boise District is Andy Delmas. The Boise District employs approximately 115 individuals in their fire program and staffs three Boise Engine Units. Additional Engine Units are also located at Middleton, Hammett and Bruneau. (An Engine Unit for the Boise BLM is a supervisor truck and 2 engines).

The Southwest Idaho Department of Lands (IDL) office is located in Boise. They offer protection for approximately a-half million acres of private and public lands; of which approximately half is private ownership. The Resource Supervisor for Fire is Dan Christman. IDL employs 29 individuals and staffs Engines at Lucky Peak, High Valley and their Office on State Street in Boise.

Boise Dispatch Center also supports the Idaho State Office of the BLM and the National Interagency Fire Center.

The Boise Dispatch Center is part of the Great Basin Geographic Area. Great Basin is serviced by two Geographic Area Coordination Centers. BDC utilizes the Eastern Great Basin Center for service.

BDC has a Center Manager, two Assistant Center Managers, nine Dispatchers, and a Receptionist. They are:

Stephaney Church – Center Manager  
Lani Williams – Assistant Center Manager  
Cathy Baird – Assistant Center Manager  
Leigh Ann Hislop – Dispatcher (Primary Intel)  
Carol Field – Dispatcher (Primary Aircraft)  
Dani Mendiola – Dispatcher  
Chris Miller – Dispatcher  
Pat Shanafelt – Dispatcher  
Mark Rich – Dispatcher  
Cindi DelCurto – Dispatcher  
Steve Novotny – Dispatcher  
Jason Gordon – Dispatcher (Night)  
Zoë Wheeler – Receptionist

A Shift Supervisor directs the daily operation of the dispatch floor assigning duties for the day and acting as a single point of contact for questions, concerns, or problems.

## **Location**

BDC is located on the corner of Commerce and Development Ave in Boise Idaho near the Boise Airport. Driving directions from the airport (A) to BDC (B) are as follows:

1. Start going toward the **AIRPORT EXIT** on **W AIRPORT WAY** - go **0.8** mi
2. Continue on **S DEVELOPMENT AVE** - go **0.2** mi
3. Arrive at **3948 S DEVELOPMENT AVE, BOISE**, on the **L**



#### **Directions from I-84 and Vista Avenue/Airport Way:**

South on Vista Avenue/Airport Way

At traffic signal turn left (east) on Vista

Go past Denny's

Follow curve to right – you are now heading south

Turn left (east) into parking lot just before the road curves left (east)

BDC is the one story cream colored building on the corner

#### **Directions from I-84 and Broadway Avenue:**

South on Broadway

Follow curve to right (west)

Continue straight

Follow curve to right (north)

Turn right (east) into parking lot

BDC is the one story cream colored building on the corner

BDC is a cooperative effort between the USFS Boise National Forest, USDI BLM Boise District, and the Southwest Area Idaho Department of Lands. A local mobilization guide, standard operating procedures and various other local guides and plans are located on a central bookshelf inside the dispatch office to help you with your work while you are with us.

Boise is the largest city in the State of Idaho with a population of approximately 170,000 and an additional 230,000 in the surrounding metropolitan area. An international airport, shopping, colleges, and universities, and a variety of cultural and sporting events are readily accessible and available. Outdoor recreation opportunities in and around Boise are extensive. The nearby mountains boast a wide variety of activities including fishing, hunting, hiking, camping, nordic and alpine skiing, whitewater rafting and kayaking.

## **Personal Items**

### ***Time Keeping***

You are responsible for keeping track of your own time. You should use the pink OF-288 (Emergency Firefighter Time Report). It is recommended that you complete the form daily and have the form signed by your supervisor at the end of each pay period and at the end of your assignment. The white copy of the form is to remain here at BDC for our records. You are given a thirty minute lunch which must be reflected on your timesheet. If you are unsure how to code your time we would be happy to assist.

### ***Lodging and Transportation***

If assigned to BDC you will most likely be on per diem. While on per diem you are expected to pay for your own meals and lodging. We will be happy to assist you in finding a room or directing you to a restaurant. If you are not a regular government employee we will make arrangements to properly host you so that you do not have to put these costs on your personal credit card. If you require a rental vehicle, we would be happy to assist you also.

### ***Telephone Calls***

You are authorized one ten minute call home each day while you are in official travel status. You may use our telephones for this purpose. If you require privacy, let us know so that we can arrange for you to use a telephone in another part of the building.

### ***Dress Code***

The dress code at BDC is casual, however extremely short shorts (including skirts), tank tops, spaghetti strap tops and bare midriffs are not allowed. The thermostats are not adjustable due to the sensitivity of our equipment so you are advised to dress for the indoor weather which may be cool during the fire season.

### ***Breaks***

As mentioned in the section on timekeeping, you are given a thirty minute lunch break during your shift. During your shift, feel free to take advantage of the 15 minute break periods you receive for every four hours you work. These are not to be combined with a lunch break or saved and used at the end of the day. If you choose not to take a break between the start of your shift and your lunch break it is lost. Keep in mind that the nature of the job may make it difficult to take regular breaks.

### ***Schedules***

You will be assigned a schedule when you arrive for work. This schedule will typically be between 8 and 12 hours per day depending on the workload. The Expanded Dispatch Supervisor will determine the shift lengths for expanded dispatch help.

### ***Refrigerator and appliance etiquette***

There is a break room down the hall and to the left of the main dispatch office. You are welcome to use the refrigerator, microwave, oven/stove, coffee pot, and dishes. We ask that you simply clean up your dishes and the area after each use. Be sure to label your items in the refrigerator and to clean out all personal food items before you leave.

## **Office Procedures**

### ***Telephone/Fax Machine Use***

Always answer the phone with: “Boise Dispatch this is (your name)”. When answering the phone at BDC we ask that you be courteous and professional. If someone gives you a hard time, put them on hold and get the Shift Supervisor or Center Manager to field the call. You are not expected to deal with unruly callers, but do maintain a professional attitude and demeanor. If you cannot answer a question, put the caller on hold and find someone who can help. If you cannot find assistance right away take their number and call them back with the information requested. The Center Manager expects a high level of customer service from all employees including detailers.

Home phone numbers and personal cell phone numbers are not to be given out. If the caller will not accept this, refer them to the Shift Supervisor.

- To dial a number within the BDC office complex  
Pick up the receiver and dial the four digit extension you wish to reach.
- To dial a local number  
First dial 8 then the number
- To dial a long distance number  
Dial 8+1+area code+number
- When sending a fax please use the outgoing fax machine only. We reserve a machine for incoming faxes to ensure that critical documentation is received.
- To pick up a call ringing at another desk. Pick up the receiver and push the flashing button.
- To transfer a call, press the transfer button and then enter the four digit extension where you wish to send the call. Hang up the receiver to send the call through.

### ***Computer Use***

BDC uses the BLM network for most office functions including computer aided dispatching and ROSS. Anyone needing access to a BLM computer must have passed a security screening. If you have not received a screening at your home unit you will not be allowed access to the computers. BLM security procedures require you to lock your computer screen if you leave the room.

Upon arrival, each person will be assigned a local login account with username and password, after they have read and signed the required IT Security Document. The password must immediately be changed to a strong password made up of a minimum of 8 characters including lower case, upper case, numbers and special characters. Users are responsible for maintaining and guarding their passwords. There are a few USFS computers in the office that may be used by detailers also.

Do not load any unsolicited software on the computers as all software must be approved by the systems administrator in advance.

Do not change the look of the computer screens by adding screen savers or other items. If you have been entrusted with access to a file or to use certain programs, respect that trust and do not delete or change these files without permission.

The internet should be used only for work-related business while on assignment.

### ***Resource Order Processing***

Resource orders are processed and completed through the Resource Order and Status System (ROSS). Things to remember:

- Document, document, document
- Ask questions if you are unsure
- All orders need to have a financial code
- Follow all orders up with a phone call. Do not assume that other dispatch centers are checking ROSS or their fax machines on a regular basis.
- Get familiar with the information in the desktop guides. You will find ROSS helpful hints there.

### ***Shift Brief Use***

There is a shift briefing binder on the central bookshelf in dispatch. You are responsible for reading the shift brief when you come on shift and periodically throughout the day. Please enter information on the shift brief as necessary. Include your initials and the date. The bottom line on using the shift brief is: IF SOMEONE ELSE NEEDS TO KNOW THE INFORMATION OR IT IS INFORMATION THAT MAY NEED TO BE REFERENCED BACK TO LATER, WRITE IT IN THE SHIFT BRIEF. The type of information that could be included in the shift brief is:

- Significant events that occurred during your shift.
- Significant events that are planned in the future.
- Anticipated major mobs or demobs (i.e. team callouts)
- Any problems or issues that may need to be followed up on.

### ***Resource Tracking***

All resource orders except for supplies will be entered into ROSS. If you are not trained in the use of ROSS please ask for help.

All initial attack resources are statused and tracked in WildCAD (computer aided dispatching).

Administrative resources may also wish to be tracked; they must be accounted for before BDC closes.

### ***Desktop Guides***

Desktop guides are available at each station (some are shared between adjacent stations). These guides include:

- The BDC Mobilization Guide
- Telephone Lists
- Resource Lists
- Frequency Lists
- Aircraft Lists
- ROSS tips and job aids

Helpful Websites:

Boise Accommodations and Entertainment:

<http://www.boise.org>

Boise Metro Chamber of Commerce

<http://www.boisechamber.org/>

Boise Area Weather

<http://www.wrh.noaa.gov/boise/index.shtml>

Domestic Per Diem Rates

<http://www.policyworks.gov/org/main/mt/homepage/mtt/perdiem/perd04d.html>

Hotels offering Domestic Perm Diem Rates across the Nation:

<http://www.hotelsatperdiem.com>